



UTILITY BILLING PROCEDURES

1. Billing procedures are as follows:

*Zone	*1st two digits	*Date mailed	*Date Due
1	50-62	1 st Wed. ea. mo.	3 rd Wed. same mo.
2	63-73	2 nd Wed. ea. mo.	4 th Wed. same mo.
3	74-84,93	3 rd Wed. ea. mo.	1 st Wed. next mo.
4	85-92,95	4 th Wed. ea. mo.	2 nd Wed. next mo.

If you do not receive your water bill, it is your responsibility to contact the Utility Department at 972-625-2741.

2. Payments must be received in our office on or before the due date to avoid a late charge. The late charge is 15% of the bill amount.
3. Final Notices are mailed the next business day following the due date of each billing period. If payment is not received by the date of the Final Notice, water service will be disconnected without further notice, and all charges must be paid in full by cash, money order or Visa/Mastercard before water service will be reconnected.
4. Disconnection of service results in a \$20.00 disconnect fee, and possible increase in deposits. If service is reconnected or turned off after 4:30 P.M., or on weekends, or holidays, there is an additional \$50.00 after hour charge.
5. **A \$25.00 service fee is charged on all returned checks.**

RATES

WATER:	0-2,000 gallons:	\$14.31 (minimum charge)
	2,001-15,000 gallons:	\$ 3.24 per 1,000 gallons
	15,001-25,000 gallons:	\$ 4.04 per 1,000 gallons
	25,001-40,000 gallons:	\$ 4.31 per 1,000 gallons
	40,001 and over:	\$ 4.69 per 1,000 gallons

SEWER:	0-2,000 gallons:	\$13.86 (minimum charge)
	2,001 and over:	\$ 2.90 per 1,000 gallons

SANITATION: \$9.63 plus a \$.79 tax per month

SRF-LOAN: \$2.92 per month

RECYCLING: \$1.45 plus a \$.12 tax per month

STORM WATER MANGMT. PROGRAM: \$2.50 per month

New customer sewer charge will be based on 5,000 gallons until a winter service average has been established.

THE DRIVE THRU WINDOW AND THE NIGHT DROP BOX IS LOCATED ON THE NORTH SIDE OF THE CITY HALL COMPLEX. FOR UTILITY EMERGENCIES AFTER BUSINESS HOURS, \$50.00. PLEASE CALL 972-625-4471. **SOMEONE MUST BE HOME FOR WATER TO BE TURNED ON.**